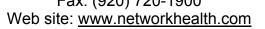


Network Health Plan – Fox Valley 1570 Midway Place P.O. Box 120

Menasha, WI 54952 Phone: (920) 720-1300 (800) 826-0940 Fax: (920) 720-1900





Type of Plan Health Maintenance Organization Total Number of Members 76,67 Years of Operating Experience 24 Total Number of Primary Care Physicians (PCPs) 24 Percentage of PCPs Accepting New Patients 93 Percentage of Board Certified Specialty Care Physicians 78 Number of Urgent Care Facilities Number of Dentists No Routine Dental Coverage					
ADDITIONAL INFORMATION					
Referral/Prior	If your Primary Care Physician determines that a Specialist is needed, the				
Authorization	Primary Care Physician will provide a verbal referral to see a NHP Specialist.				
Requirements	In some cases, prior-authorization approval will be required from NHP. Your				
	Primary Care Physician will coordinate this process with NHP. Please note that there are a few exceptions. An authorization/referral is not required to see				
	another participating Primary Care Physician who is on call for your Primary				
	Care Physician, a participating OB/GYN, Chiropractor, or an				
	Ophthalmologist/Optometrist for routine eye exams only. Pay careful attention				
	of the period of time during which the prior authorization is effective and/or the				
Madiaana Olaima	number of visits that have been authorized.				
Medicare Claims Procedure	When Medicare is the primary payer of medical claims, the claim is first processed by Medicare. When the explanation of benefits is received, the				
riocedule	subscriber will need to forward the explanation of benefits to NHP for				
	processing of copays, deductibles, or services not covered by Medicare per				
	the NHP plan provisions as outlined by ETF.				
On-Line Services	List of network providers				
	Clinic Locations				
	Nurse Direct information				
	New member newsletter Drivers Breaties				
	Privacy Practices Marshar Birkto & Beananaihilities				
Outpatient Mental	 Member Rights & Responsibilities To access mental health and substance abuse services you must contact 				
Health Network/Policy	United Behavioral Health for authorization. The toll free number is 1-877-683-				
ricular Networks oney	8544.				
24-Hour Nurse Line	NHP-Fox Valley provides NurseDirect which is a free 24-hour health advice				
	call-in service. NurseDirect. provides up-to-date information on NHP				
	physicians, including office hours and locations. They provide nurse advice				
	and assessment for illnesses, injuries and other health concerns. NurseDirect				
	can be reached at (920) 738-2230 or (800) 362-9900.				

ADDITIONAL INFORMATION					
PCP Restrictions	When you become an NHP member, you will choose a participating primary care physician for each family member. Your primary care physician coordinates all your health care needs. You may choose a family practice, general practice, internal medicine, pediatrician physician or an Allied Health professional. You can change your primary care physician at any time. Whenever you or a family member need care, your PCP should be contacted. He or she will discuss the best course of treatment, including whether or not to refer you to a Network-participating specialist.				
Dental Benefits Provided	No routine dental coverage offered.				
Quality Improvement Initiatives	 Increase the percent of members with diabetes who have routine kidney monitoring. Increase the percent of members with high blood pressure who are controlled. Increase the medication compliance rate in members with depression. Increase the medication compliance rate in members with asthma. Improve member satisfaction with the health plan. 				

Counties in Service Area		Hospitals in County	Major Providers in County*
Calumet		Calumet Medical Center	To find out if your physician or hospital is a participating provider, either check your Provider Directory or call Customer Service at (800) 826-0940.
Dodge		Waupun Memorial Hospital	
Fond du Lac		Ripon Medical Center	
Green Lake		Berlin Memorial Hospital	
Outagamie	.38}^-	St. Elizabeth Hospital	
Waushara		Wild Rose Community	
		Memorial Hospital	
Waupaca		Riverside Medical Center	
Winnebago	.**}∿	Mercy Medical Center	

^{*} This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.